



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services MEU

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501
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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary
for Health Policy and Medical Assistance

August 29, 2005

Re: EPSDT and Discount Telephone Inserts for September
SFY 2004 Annual Report

Dear County Director of Social Services:

Enclosed are the texts for the inserts that will be included with the September 2005 Medicaid ID cards. The EPSDT insert explains what the program is, who is eligible, and how to get these important services. The discount telephone insert explains how individuals who receive SSI, Food Stamps, Work First, Medicaid benefits, or one time check this year for LIEAP or CIP, can also get a discount on telephone service.

The SFY 2004 Annual Report has been completed and can be accessed through the internet using the following URL: <http://www.dhhs.state.nc.us/dma/annreport.htm>. This report outlines changes in the program and shows our continued effort to provide quality, accessible health-care while still striving to maintain costs. Reading this report will help you gain a better understanding into our state's Medicaid Program and many of the challenges and accomplishments we faced during the preceding year.

Please be sure your staff is aware of these inserts and the availability of the annual report.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

L. Allen Dobson

Enclosures

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) and Health Check

WHAT IS EPSDT? EPSDT is Medicaid's program to check children for health problems and to cover the health care treatments they need. Under EPSDT, Medicaid covers most of the treatments a child needs to stay as healthy as possible. Children can often get more treatment services than adults. There is no waiting list and no upper limit on the number of visits, hours, or total cost of EPSDT services. The treatment must be prescribed by your doctor or another licensed clinician. Some treatment must be approved by Medicaid before the service can be provided to your child. If approval is denied, you can appeal. In North Carolina, the EPSDT program is called Health Check.

WHO IS ELIGIBLE FOR EPSDT? Every Medicaid recipient, from birth through age 20, is eligible. EPSDT services are free of charge.

WHY EPSDT? EPSDT is important because it provides children and adolescents with early and regular medical and dental exams and care. Other free EPSDT services include things such as—behavioral health services; rehabilitative services for children with developmental disabilities; in-home nursing; personal care; therapy; medical and adaptive equipment; out of-home residential, facility and hospital services; and other medically necessary care.

HOW DO I GET THESE IMPORTANT SERVICES FOR MY CHILD?

- ❖ You can request EPSDT/ Health Check services by contacting your child's doctor, your local Mental Health Authority, or any health care provider who accepts Medicaid. To request health care, dental, or behavioral health services available through EPSDT, you may also write directly to the agencies identified below.

For Health Care and Dental Services:

Director
c/o Assistant Director for Clinical Policy
and Programs
Division of Medical Assistance
2501 Mail Service Center
Raleigh, NC 27699-2501

For Behavioral Health Services:

Director
Division of MH/DD/SAS
3001 Mail Service Center
Raleigh, NC 27699-3001

- ❖ You can request transportation and appointment scheduling assistance from your local department of social services.
- ❖ For more information about EPSDT, call 1-800-662-7030 or visit our website at <http://www.dhhs.state.nc.us/dma/prov.htm>

DISCOUNT TELEPHONE SERVICE

If you get SSI, Food Stamps, Work First, Medicaid benefits, or received a one time check this year from LIEAP or CIP, you can also get a discount on hooking up local telephone service and a discount on your local monthly phone bill. **(Telephone Service Must Be In Your Name).**

Link-Up gives a 50% discount, up to \$30 off telephone hook-up and Lifeline gives up to \$13.00 off monthly service for people who receive SSI, Food Stamps, Work First, Medicaid, LIEAP, or CIP. Here is how to apply for discounts:

IF YOU DO NOT HAVE TELEPHONE SERVICE NOW:

Contact your telephone company to apply for service. Ask them to mail you a Lifeline-Link-Up Application form. Take the form to your caseworker at the local department of social services or if you receive SSI to your local SSA representative for verification. The agency will mail the form to your local telephone company.

When the telephone company receives the completed form, your Lifeline discount will begin. The Link-Up discount will appear on your first bill. (If you request service to be installed before the completed form is received, service will be provided without the Link-Up credit).

IF YOU ALREADY HAVE TELEPHONE SERVICE:

Contact your caseworker at the local department of social services or if you receive SSI contact your local SSA representative. Have them complete the Link-Up/Lifeline form and mail it to your telephone company.

When the telephone company receives the completed application, the Lifeline discount will begin.

Note: If your telephone service has been disconnected for unpaid bills, you may still be able to get local service and use these discounts. Ask your telephone company for details.

Attorney General Roy Cooper, Chair of Lifeline/Link-Up Task Force, urges you to contact your local telephone company to learn more about these discounts.